

POSITIVE PROTECTION OF NEVADA, LLC

WHAT SOME OF OUR CUSTOMERS HAVE TO SAY

Positive Protection,

We've utilized your services for many years now, but this year I have been driven to send along an e-mail. I cannot express enough just how satisfied we were with your staff. I was pulled aside personally by my registration staff to commend your team's efforts. As an example, we attempted to recycle badges but failed in our implementation... we put the recycle bin outside the door. Members of your staff were proactive in noticing that people were attempting to use these old badges to gain entry and promptly stepped in to resolve the situation. It is that kind of service that goes beyond our expectations and merits commendation for becoming members of our team during the short visit with us. Thank you for making things easy and please pass along my regards to all involved. Thank You

Michael Marcel
ShowStoppers

Positive Protection of Nevada, Attn Jim,

Great to hear from you and as always thanks for your continued support. I've had the pleasure to work with your organization over the past few years and each was a successful experience. I travel often using various security groups in different cities and your team, of security professionals, are a credit to the security industry. Thanks again for always providing the necessary security services when our program is in Las Vegas. I look forward to working with you in the near future and will certainly consider your services when traveling to other cities. Best regards,

André M. Flores
President/Security Consultant
Spectrum Security Services Inc.

A good security company is hard to find. We really appreciate the fact that your staff was professionally dressed. A key in our decision-making was that your staff was familiar with the law and dealing with various situations. When hiring security we need more than a warm body. Thanks for the great experience.

Linnet Baskett
Meetings & Events Manager

We had the largest and best convention ever do to the great security coverage you provided. This was the best security they have ever had. WE WANT THE SAME SECURITY GUARDS FOR OUR CONVENTION NEXT YEAR!

Cheryl
DEFCON, Inc

Jim, your staff was great to work with. So glad we connected. We'll be sure to contact you for any future security needs.

Katherine Potter
Vice President, Communications
AUSRA, INC.

Hi Jim: Thank you very much for your selection of officers. They were a joy to work with and I would not only use your services again – I would and will recommend your services. Thank you again! Warmest Regards,

Brigitte Turi
President
MDI Offshore Advisors, LLC

This is my fourth convention with ACA and **you were the best security** I've seen in all four years! Everyone was attentive and professional. I have to give extra recognition to Kate who was on top of every detail and instruction I gave to her!

Mary Thao – ACA International

Dear Positive Protection,

My company recently took part in the Couture Show at the Wynn which ran from May 28 – June 2, 2008. Positioned by our booth was one of your officers Danny Watson. I am writing to inform you as to what an asset he is to your entire firm. He went above and beyond his call of duty. We have been participating in Jewelry Trade shows for over 20 years and have yet to meet a man like Danny Watson. He was very courteous and respectful. He really looked out for everyone. He is a very hard working and honest man!

He gives your company a great name.

Elaine Kats
SOHO, Inc, New York, NY 10012

We loved your security officer Linda – she was fantastic! We want her back next year!

Carolyn May
Events Coordinator

Thank you very much for your note. I appreciate the services you were able to provide us. We will certainly be in touch next time we head back your way.

Nik von Schulmann
Director of Production
Patrick Roberge Productions Inc.

Hi Jim, I just wanted to thank you and your staff for a wonderful job this week. Jeff was great to work with! We will be back at Mandalay Bay this time next year and will definitely keep your name at the top of my pile. Thanks again

Chrissy
Productions Director

I just wanted to send you a quick note to tell you how much we enjoyed working with Don, Katie and Gary just over a week ago at the Entrepreneurs' Organization conference at the Mandalay Bay. Don and Katie were with us during the days and took their job quite seriously, and were so pleasant to work with - always with a smile on their faces. In addition, we slept well at night knowing that Gary was on duty. Thanks for your help in sending us these security professionals to help with our conference!

Patty Lyman
Vice President, Events

Hi Jim – We were very pleased with the security you provided and we will be sure to contact you for future events. Best regards, Angela

Angela Helgeland
Creative Productions

Jim,

Thanks again to you and your team for an outstanding job once again!

We do plan to return in 2010, so I will forward that information very soon so you can put our dates on hold.

Please extend a sincere thanks to Jeff and the team... it's a pleasure working with you!

Debbie Hill, CMP
IEM

Attn. Jim, Positive Protection

Just wanted to let you know how professional your Officers were for our event. I will most defently be calling on your again.

Andrea Liford
Convention & Trade Show Services

Jim, please let me know what other states you offer services. I will definitely contact you the next time I am requested to provide security in Las Vegas. Everyone did a great job, thank you again.

Regards,

Regards, Dick Zarzana
R.A. Zarzana & Associates

Hello, Jim -- thank you for your note. And thank you, and to all of your teammates, for such a great job. I do not hesitate to tell you that working with your staff was the best security experience that I've encountered in my 20-plus years of doing this show.

We will be in San Francisco next year (Moscone West). Do you have an office there? If so, let's talk soon!
With my thanks, and best regards,

Barbara Ketcham
Senior Consultant, Hotel Operations
America's Health Insurance Plans

Thank you for your support during CES. Your team did an excellent job and I look forward to working with you in 2011.

Kind regards, 
Jessica Titus | Sr. Manager | Event and Channel MarCom

Hello Jim.

Thank you. It was a pleasure working with your company and officers assigned to us. We were very satisfied with attention you and Jeff gave us. We sincerely appreciate all the schedule adjustments you had to make in a time provided. Best wishes to you and the company in 2010.

Danny Azarov
Corporate Security Manager
Arroweye Solutions Inc

1/13/2010

Mr. Leyde, your survey is completed below I rarely rate things with the highest score so as to leave opportunity to allow for exceeding the maximum, but did have an opportunity to hand out three 7s. Please don't think the 6s that I gave mean you have really anything to do to improve. Thanks again for your continued support of ShowStoppers. Please thank your staff for their exception service.

Michael Marcel
Rental & Logistics Manager
ShowStoppers
5401 Naiman Parkway
Cleveland, OH 44139
440.914.9500
michael@showstoppers.com

Positive Protection of Nevada, LLC - Survey Questionnaire

Top of Form

Your name and company:

Michael Marcel, ShowStoppers

How did you initially locate our company?

Website []	Telephone []	By email []	Google []	Other [x]
If Other [please specify]	Referral by Wynn Hotel			

Please rate between 1 [disagree strongly] and 7 [agree strongly] how satisfactory you found different aspects of the service we provided. Leave blank any that do not apply.

Question	Rating 1 to 7	Comments, suggestions or problems
How would you rate our service overall?	6	
How would you rate the initial information you received ?	6	
How would you rate the quality and appearance of the officers provided?	6	
Would you use our Security Services again?	7	
Would you recommend our Security Services to others in your business?	7	
Did you receive what you had expected for Security Services?	7	Above and beyond expectations
If you spoke directly to one of our	6	

staff, were they efficient and friendly?		
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What other information would you have liked prior to the job, or how do you think we could further assist people like yourself in choosing a Security Company for their needs?

From: Michael Marcel [mailto:michael@showstoppers.com]

Sent: Tuesday, January 12, 2010 9:17 AM

To: 'Jim Leyde'

Subject: A special note...

Jim—

We've utilized your services for many years now, but this year I have been driven to send along an e-mail. I cannot express enough just how satisfied we were with your staff. I was pulled aside personally by my registration staff to commend your team's efforts. As an example, we attempted to recycle badges but failed in our implementation... we put the recycle bin outside the door. Members of your staff were proactive in noticing that people were attempting to use these old badges to gain entry and promptly stepped in to resolve the situation. It is that kind of service that goes beyond our expectations and merits commendation for becoming members of our team during the short visit with us. Thank you for making things easy and please pass along my regards to all involved.

Thanks,

Michael

Michael Marcel
Rental & Logistics Manager
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